

Telephone Service Center Telenews

Fifth edition

May 2004

Special Interest:

- 511
- TSC Terms & Definitions
- Telephone Coordinator Training

Next Edition:

- The How, Why, and When of Cellular Usage Validation

TSD Contacts:

- **General Questions-**
Telephone Service Center -7997
- **Acct. No. Changes -**
Terry Munoz -6434
- **Calling Cards-**
Terry Munoz -6434
- **Cellular Service/Equipment-**
Adams Lee -4966
- **Customer Billing-**
Rachel Norton -5674
- **Repair-**
Telephone Service Center -7997
- **Telenews Comments or Suggestions**
Janice Smith -5778
- **Telephone Adds/Moves/Changes**
Linda Tripp-Sopher -6442
- **Voice Mail-**
Charlene Stovall -6170

Password (Security Code) Required for Visual Messenger

Visual Messenger users are now required to add a security code to their existing mailbox. Security codes offer the most secure level of protection for voice mailboxes. When a security code is added, it reduces the possibility of unauthorized mailbox access.

Users can allow Telephone Services to create a temporary security code or may add their own. Once a security code has been added, it must be **entered each time the voice mailbox is accessed**.

The following are instructions for adding or changing your security code:

1. Press 1 6 to select Mailbox Options
2. Press 2 to select Security Code
3. Enter the new security code (from 1 to 10 digits in length)
4. Press # when finished entering.

Note:

When accessing a voice mailbox **remotely**, (after a security code has been added), users are required to enter their security code immediately following their 6-digit voice mail ID.

For additional information contact Charlene Stovall @6170 or the Telephone Service Center help-line @7997.

511 Dialing Now Available

511 is a toll-free phone and Web service that consolidates all Bay Area transportation-related information into a one-stop resource. This easy three-digit number provides up-to-the-minute traffic reports on backups and road conditions, details on public transportation routes and fares, instant carpool and vanpool referrals, bicycling information and more. The service covers the entire nine-county Bay Area: Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano and Sonoma counties.

If dialing from on-site make sure you dial "9" before dialing 511.

Major wireless carriers also offer access to 511. The carriers are; AT&T, Cingular, Sprint, T-Mobile and Verizon (coming soon).

If the call is placed on your cellular phone, you will be charged by your carrier for airtime.

For more information visit the 511 web site at <http://www.511.org/>



Validation of 2nd Qtr FY04 Cellular Usage

FY04 2nd Qtr cellular usage, which covers the Jan-Mar'04 billing dates, will be available on-line for validation by May 7th. Users that are unable to validate their usage electronically will be mailed a copy of their cellular invoices along with instructions for manual validation. (Please see above Questions of the Month regarding "off-site access".)

Questions of the Month

Q: How do I transfer a fax?

A: When you pick up the receiver and hear the fax tone:

1. press the transfer button on your telephone set
2. enter the extension of a fax machine in your area (or enter 7000, the fax number for Telephone Services' fax)
3. hang up

Q: I am located off-site, and I am unable to access the Cellular Validation system. I've been able to access the system in the past, why not now?

A: Due to cyber security reasons, off-site access to the validation system is only permitted when coming in through VPN. If you would like information on how to obtain VPN service visit <http://www-lblnet.lbl.gov/vpn.html> or call x4599.

Q: If I place a 411 call using my cell phone, am I charged airtime?

A: No you are not charged for airtime, but you are charged \$1.25 fee per call.

Telephone Services Customer Survey

Help us to know how we are doing. Visit our web page at <http://tscweb.lbl.gov> and complete the customer survey. Your response will automatically be sent to all TSC personnel. We are always open to suggestions on how we may better meet your telecommunication needs.

Do You Know?

Confused as to when an add is really a move?
Unsure if you are requesting the right service?
Below are helpful TSC terms and their definitions.

Move: Moving existing telephone service to a new location. Phone line will be moved from current telephone jack to another telephone jack at the new location.

Add: Adding a "brand new" telephone line that does not currently exist.

Change: Changing existing telephone service, i.e. adding or removing features or extensions.

Disconnect: You are completely disconnecting telephone service.



Telephone Coordinator Training - June 9th -

The annual Telephone Coordinator training session will be held on Wednesday, June 9, 2004 at 10:00-12:00 in B-50 auditorium.

Is there a particular service/product/topic that you would like presented at the training session? You may either, email or call LaSaundra Shields x7051 or Janice Smith x5778.

**For more information, Visit TSC's
home page at <http://tscweb.lbl.gov/>**